



Indiana First Steps
Early Intervention System
Provider Update Newsletter
February 2008 Volume 2, Issue 2



Eligibility Determination Team (EDT) Member Requirements

Many providers have expressed interest in how to become an EDT member in your area. Below are the qualifications if a position opens in the cluster you serve:

- First Steps Provider for more than one (1) year;
- No substantiated complaints or concerns filed against provider at State level;
- System Point of Entry (SPOE) states potential EDT member is efficient/timely with paperwork.
- Attended 2-day AEPS training
- Support of the SPOE/LPCC
- May not be offered as ongoing provider in area where they are doing EDT

New First Steps Personnel Guide

Some changes have been made to the First Steps Personnel Guide and include some of the checklists needed for enrollment and initial/annual credentialing. Please make sure to refer to the copy dated January 2008. It can be found at www.infirststeps.com under Service Matrix/Enrollment.

If you do not use the forms from the new Personnel Guide, your packet will be returned to you asking you to put your information on the new forms from the newest Personnel Guide. All forms being sent to EDS for credentialing should have the 1/08 date as the footer.

CRO Enrollment Reminders:

Please remember to submit the “*First Steps/Indiana Health Coverage Programs (IHCP) Provider Update Application*”, when you need to make changes to your matrix/enrollment information. Information gets lost in the EDS mailroom if it is not sent in with the correct paperwork indicating it is for a First Steps provider. This holds true if you are sending in a license update, insurance update, or a new certification.

Please send in your credentialing information at least 3 weeks before your due date. If the information is not received and processed by your credentialing due date, your matrix page will become invisible and you will be unable to bill or have authorizations entered by the SPOE. This allows for EDS to return your paperwork if you are missing a piece of information and allow you time to re-mail the information back.

Face to Face Forms

All providers should be using a Face to Face form modeled after the sample found on the website. Provider forms must contain all elements of the sample. If any elements are missing and your name is pulled for billing audit, you will be required to pay back money to the state for

the visit due to lack of documentation. Below is the list Audit uses when assessing payback of money for First Steps Billing Audits

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First Steps Billing Review
Payback Amounts and Justifications

● **No Parent Signature**

-Payback full amount of visit.

Justification: A parent or caregiver signature on the completed face to face summary sheet serves as authorization for service payment.

● **No times in or out**

-Provider is only able to bill for 15 minutes.

Justification: If there is a parent and provider signature with progress notes, we give them the benefit of the doubt that they were there; however we can't justify any more units of time (*taken from FSSA audit notes, 2005*).

● **No date**

-Payback full amount of visit.

Justification: We cannot tell when the visit actually took place, and a provider would not be able to correctly bill for the date of service without such information.

● **No child name**

-Payback full amount of visit.

Justification: Without this information we do not know who services were provided to.

● **Insufficient Travel Time**

-Payback one unit of time.

Justification: A reasonable amount of time between visits must be scheduled. A provider must allow themselves time to enter or exit a home, prepare materials for the next visit, and make a transition to the next visit. Sessions provided in the same location (ex. Siblings) may be started back to back, but may not overlap.

● **Overlapping Times**

- Payback unit (s) of time that are overlapping.

Justification: If a visit ends at 2:00 p.m. and another begins at 2:00 p.m., one unit of time must be reimbursed since a provider cannot bill for the same unit of time. Even if seeing children in the same household, there has to be at least a one (1) minute transition between the two.

- **Rounding Time Up**

- *Payback units of time that were rounded up.*

- Justification: If a visit takes place from 12 to 12:50, a provider may not bill for 4 units (one hour), but rather must bill for 3 units (45 minutes) and take the other 5 minutes as a loss since time is billed in 15 minute increments. In this instance, a provider would payback one unit of time.

- **Missing Documentation**

- *Payback entire amount of visit.*

- Justification: A provider's documentation is their proof that they provided services to a specified child; without that, there is no proof and therefore no justification to bill.

- **Other Reminders**

- Please remember to use the same timepiece during the day. A personal watch or cell phone is recommended.

- Make sure you list Central Standard Time (CST) or Eastern Standard Time (EST) after your time in/out for providers who provide services in different time zones during the day.

Termination of Files

Starting immediately, providers will need to check the accuracy of all authorizations within 30 days of the start date of the service. If there are issues with any authorization, you will need to work with the SPOE to correct. This review period will allow the SPOE to make any necessary corrections, allowing the provider to bill 60 days from the date of service.

National Provider Identifier Enumerator

If you need to apply for a NPI or have a question as to whether you are required to obtain an NPI, please visit: <https://nppes.cms.hhs.gov/NPPES/Welcome.do> Toll Free number: 1-800-465-3203 and you can email questions to: customerservice@npienumerator.com. Remember, not all service providers qualify for an NPI. For example a Developmental Therapist would not qualify for a NPI. Therefore, if you are a DT who is not providing any other service, you would not need an NPI. Service Coordinators are another example of providers that do not need an NPI. We are working with EDS to finalize when independent providers will submit their NPI. We will send out an email when we have the process.

You may have noticed a warning on your remittance advice* regarding NPI. This is simply a reminder for providers as we approach the May 23, 2008 HIPAA deadline for NPI reporting.

01102 *WARNING! NO NPI ON FILE FOR THIS BILLER. FUTURE CLAIMS MAY NOT PAY.*

01122 *WARNING! RENDERING PROVIDER NPI NOT SUBMITTED. FUTURE CLAIMS MAY NOT PAY.*

Issue Clarification for Mandatory Provider Trainings in 2008



First Steps Bulletin

Date: January 7, 2008
(Effective Date January 1, 2008)

**Topic: Credentialing requirements for
First Steps providers**

Bulletin Number: 04-904-040-A



UPDATED POLICY & PROCEDURES

The Bureau of Child Development Services (BCDS) has taken into consideration the comments made about the Annual Provider Meetings and have changed the structure of the Annual Mandatory Training beginning May 1, 2008. **(please note new name of Mandatory First Steps Core Training). This clarification is an addendum to the First Steps Personnel Standards and removes the requirements for Providers to attend an Annual Provider Meeting previously required (Issue Clarification 04-904-040).**

Providers enrolled in the following specialties, must complete or attend at least one (1) First Steps Core Training module, annually and complete each quarter, a Training Times Newsletters:

- Audiology
- Developmental Therapy (Special Instruction)
- Specialized Individual and Family Counseling / Psychological Services
- Nursing Services
- Nutrition Services
- Occupational Therapy
- Physical Therapy
- Social Work Services
- Speech / Language Pathology
- Vision Services, excluding Optometrists
- Other early intervention service (OEIS) providers who provide direct service to the eligible family and/or child.

Effective May 1, 2008 the indicated providers will be required to complete a First Steps Core Training, which replaces the requirement to attend a mandatory Provider Forum. Providers may select a training from a portfolio of learning opportunities focusing on the foundations of early intervention. Training opportunities will be offered as onsite

trainings, as well as through distance learning, and will cover a variety of topics. Providers are encouraged to select the training opportunity that meets their individual interests and learning style. Certification of attendance/completion of a First Steps Core Training and the quarterly Training Times is available through the provider's UTS training Profile. When completing an initial or annual credential, providers must submit their certification of attendance for both, the First Steps Core Training and the Training Times. (Verification to support additional credentialing points should be maintained in the provider's individual training portfolio/personnel record, but is not required for submission of the credentialing application.). Providers who do not submit their training profile and Training Times verification will not meet credentialing requirements and therefore will not obtain a First Steps Early Intervention Credential. **Providers who do not attend a First Steps Core Training and complete all quarterly (4) Training Times Assessments will be considered to be in violation of their provider agreement.**

To find the scheduled First Steps Core Training, please go to the UTS online website at <http://www.utsprokids.org> or the Early Childhood Meeting Place: <http://earlychildhoodmeetingplace.indiana.edu/> and click on the "Calendar" icon. For information on the quarterly Training Newsletters, please go to the UTS website at <http://www.utsprokids.org>.

Services in the following areas do not need to attend a First Steps Core Training or complete the quarterly (4) Training Times Newsletters, unless they voluntarily wish to do so:

- Physicians
- Optometrists
- Transportation Providers
- Interpreters
- Assistive Technology Vendors

Current Procedure for Licensed First Steps Providers

This is a reminder. On August 29, 2006; a letter was sent to all providers stating the procedure in place to send in a copy of your Indiana Professional License to the CRO before it expires. However, because the new licenses do not have an expiration date, we are requesting that you submit a **copy of the verification off the IPLA website along with the new license to the CRO**. Please remember that you will need to renew your license/certification prior to expiration. If you did not get a copy of the August 29, 2007 letter, a copy has been included below.

August 29, 2006

RE: Professional Licensing Renewals
Effective Immediately

Dear Provider:

We are establishing a new process in regards to verification of Indiana Professional Licensing Agency (IPLA) effective immediately. When you renew your professional license with the state, you will be required to send a copy of your license along with a copy of the verification from the website to EDS to verify that your coverage did not lapse. If coverage has lapsed, you will be required to pay back any money you received providing services without a valid license. Do not wait to do this when your credentialing is due. Current information should be in your files at all times.

When you send in the documentation, please fill out the Provider Update form on the web. This form is the best vehicle to get updates made to your matrix page that cannot be generated by you.

You only need to fill out Section 1 and Section 20 then the section that pertains to your update you would like completed.

Thank you,

*Janet Ballard
First Steps Program Consultant
EDS/Provider Liaison*

Credentialing using First Steps Experience

If you are using your experience for First Steps credentialing, please use the following guidelines: For full-time employment in early intervention you may count each year of work as 1 credentialing point, up to a maximum of five (5) points. If you work less than full-time within early intervention, you may prorate your experience based on a full-time position of 40 hours, using the chart below.

1-10	hours per week	.25 points
11-20	hours per week	.50 points
21-30	hours per week	.75 points
30-40	hours per week	1.0 points

Please note, that the hours worked are not necessarily the hours that you billed for direct service.

60 day Billing Wavier

Please send all 512/filing limit waiver requests to the first steps email at firststepsweb@fssa.in.gov. Included in the email should be the Date of Service, Provider ID number, Provider/Agency name, and denied ICN number (512 only). To approve your request we will need confirmation that the denial is **only** for the 512/filing limit edit. The waiver will only be approved if the provider can demonstrate that billing beyond the 60 day time period was at no fault of their own and that the provider made reasonable attempts to bill within the 60 day period. With the request, the provider will be required to confirm that the claim denial is for the 512 only. If approved, the claim information and approval will be submitted to EDS. Once paid, a new ICN beginning with 80 will be included on the remittance advice. This new ICN will have all of the information from the original claim. (Payment will not be associated with the original ICN))

Please note: **Only one waiver request will be submitted to EDS for processing per claim.** If during the waiver process a claim is denied as a result of an edit other than 512, an additional waiver will not be approved for that claim. Therefore it is important that you verify that the claim is denied for ONLY a 512. If you have a claim with multiple denials and you cannot resolve the issue, please call the EDS helpdesk for assistance.

AEPS Exit Data Required

We are required to report progress on child outcomes to the Office of Special Education Programs (OSEP) annually. We are using the AEPS to show progress towards the outcomes because the AEPS is “crosswalked” to the OSEP Outcomes. We have just submitted our report for July 1, 2006 to June 30, 2007. The SPOE is collecting data for our next report. We are looking at children that entered and or exited the program for July 1, 2007 to June 30, 2008.

The Lead EDT member is the person responsible for gathering data to send to the SC as the child exits the program. To update each child, they will gather the following information: **age of child, total goal score (raw score) in each domain and standard deviations.** For this reason, communication must happen with all team members. You will be getting calls/emails from the Lead EDT member as kids begin to exit the program that fall into our new time period listed above. Please help them update the AEPS. They will be asking you questions in regards to the child’s current development. We are required to update all areas of development. If you have attended the two-day AEPS training through UTS/Prokids, you may update the child on your last visit and send the age of child, total goal score (raw score) in each domain and standard deviations to the Lead EDT member. Please make it a priority to assist the Lead EDT when gathering the exit information.